Competency Assessment

Revised: 11/18/2003

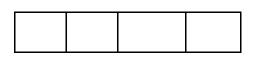
Name:				
Position/Grade:	EOD:			
		Training	Assessment	Verification
	Date	Method	Method	Level
INITIAL ORIENTATION (New Employees)	2410			2010.
Date attended new employee orientation		xxxxxxx	XXXXXXXXX	XXXXXXXX
Date completed departmental orientation		XXXXXXXX	XXXXXXXXXX	XXXXXXXX
On the job orientation and training		7000000	700000000	7000000
4. Evaluate and establish initial competencies				
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CLINICAL CENTER COMPETENCIES (All emplo	oyees)			<u></u>
1. Safety and Emergency Preparedness				
Engages in proper safety, emergency preparedness,				
infection control practices.				
Behavioral Indicators:			_	
a) Safety and Emergency Preparedness: Demonstrates	a.			
and/or describes how to respond to an emergency				
involving a life threatening medical condition,			<u> </u>	
security incident, failure of a critical building utility,				
fire or other hazardous materials incident. Procedures outlined in the Emergency Handbook				
b) Infection Control: Demonstrates and/or describes	b.			
proper universal precautions and appropriate measures	D.			
for preventing the spread of infection.				
			•	<u> </u>
2. Diversity Appreciation and Communication				
Effectively communicates and interacts with patients, their				
families, and other external and internal customers				
(including fellow employees) from diverse backgrounds.				
Behavioral Indicators:	_	_	T	
Listens to others, asks for clarification when needed,				
and expresses one's own point of view in an objective				
and issue oriented manner; is alert for and challenges inappropriate or offensive behaviors; encourages			<u> </u>	
diverse opinions and ideas when engaged in work				
projects or hospital activities; utilizes translation				
services when needed; utilizes appropriate hospital				
services when needed to communicate with employees				
and patients with speech and hearing disorders.				
3. Quality Improvement				
Provides quality service in all endeavors by supporting				
initiatives designed to improve individual and				
organizational performance.				
Behavioral Indicators:		1	1	1
Understands, verbalizes and participates in the				
quality improvement process; demonstrates knowledge				
of the Clinical Center's mission, vision and values.			l	

4. Customer Service

Anticipates, assesses, and responds effectively to the needs of diverse customers both internal and external, making excellent customer service the first priority.

Behavioral Indicators:

Promotes courtesy to customers through the use of verbal amenties; promptly answers telephone with identification of self and service; demonstrates active listening by acknowledging and clarifying verbal messages to ensure mutual understanding; seeks information to better understand customer needs and requests; proactively keeps customers informed by giving timely and appropriate feedback; assesses problem situations and initiates effective service interventions that result in customer satisfaction (i.e. informs patients about delays); diffuses sensitive or difficult customer situations and creates a climate for mutual problem-solving; explores ways of accommodating different customer requests, cultural practices, and age progression in order to provide sensitive customer service; demonstrates through daily interactions that all individuals in the CC are our customers; coordinates role with staff in other departments in order to effectively meet customer service needs.



Training Method	Assessment Method	Verification Level Codes
C=Course/class/inservice	OB=Observation	S=Satisfactorily meets
M=Mandatory review	D=Demonstration	N=Needs improvement
P=Policy/Procedure	V=Verbalization	
AV=Audio/Visual	T=Test/Quiz	
DOC=Manual/Written Material	DR=Documentation	
S=Supervisory Instruction/Review	Review	
O=Other	O=Other	